

March 23, 2012

To: Executive Board

Subject: **Performance Indicators Report – February 2012**

Recommendation

Receive and file the February 2012 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for February 2012 was 1,121,948. This is almost four percent higher than February 2011 ridership.
- **Fare Revenue** – Total fare revenue for February 2012 was \$1,511,667, resulting in an average fare of \$1.35 per boarding. This is an improvement of 12.9 percent over February 2011 revenue levels.
- **Operating Expenses** – Total operating expenses for February 2012 were \$4,874,522 resulting in an average cost per service hour of \$90.07.
- **Accidents** – There was one preventable accident in February 2012, producing an average of 0.09 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 10.25 complaints per 100,000 boardings for February. This is an increase of 38.4 percent over the February 2011 figures.
- **Schedule Adherence** – This month, 84.2 percent of all trips surveyed were on-time. This is an improvement of 5.9 percent when compared to February 2011.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

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- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in February 2012 were 1,121,948. This reflects an improvement of almost four percent when compared to February 2011 figures. It should be noted that February 2012 was a leap year and as such a modest increase in total ridership for the month is to be expected. Year-to-date boardings were 9,143,161. This represents an improvement of one percent over the FY 2011 figure.

Year-to-date fare revenues reflect a four percent increase above the FY 2011 totals. As with ridership, revenues also increased as a result of the extra weekday in the month. Revenues in February 2012 were \$1,511,667 million, representing a 12.9 percent increase over February 2011. The spike in revenues is partially attributable to the additional weekday, and resulted in an average fare per boarding of \$1.35. This is an improvement of 8.6 percent over the February 2011 fare per boarding.

Total expenditures for the month were \$4.9 million, which is an increase of 1.4 percent over February 2011 expenditures. Overall year-to-date expenses show an increase of 2.9 percent over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In February 2012 there was one preventable accident, producing an

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average of 0.09 preventable accidents per 100,000 miles for the month. This is a decrease of five preventable accidents from the February 2011 figure. Year-to-date accidents are averaging 0.41 preventable accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In February a total of 10.25 complaints per 100,000 boardings were recorded. This is an increase of 38 percent over February 2011. Of the 117 complaints received during the month, 61 were related to schedule adherence. There were also 25 complaints related to operator courtesy, 19 related to safety, and 12 related to fares. The agency also received 18 compliments for the month. As has been the case over recent months, the expanded span of hours that Foothill Transit's customer service phone lines are now available have resulted in an increase in both complaints and compliments.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In February 2012 the agency achieved an average of 84.2 percent on-time performance on all lines. This is below the performance target of 90 percent; however it reflects an improvement of almost six percent over February 2011 figures. Current year-to-date figures reflect an improvement of five percent as well.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 26 seconds during February 2012 is below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In February, Foothill Transit averaged 19,545 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between

service interruptions are currently 29,200 which is 2.3 percent lower than the previous fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 20.7 boardings per vehicle service hour in February 2012. This represents a decrease of two percent from the February 2011 figure. The 54,116 service hours operated during the month are six percent above the same period in the previous fiscal year, primarily due to the additional weekday of service.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In February 2012, the agency averaged 45,124 boardings per weekday. This figure reflects a decrease of six percent from February 2011 average weekday boardings. Year-to-date average weekday boardings are currently on par with the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in February 2012 was \$90.07. This is a decrease of four percent from the February 2011 figure. While the year-to-date cost per hour figure of \$90.85 shows an increase of two percent over the previous fiscal year, it is still below the performance target of \$96.27.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The February 2012 farebox recovery ratio was 31 percent. This is an 11 percent increase over the February 2011 figure and is higher than the performance target of 25.96 percent. For the fiscal year, farebox recovery ratio is currently tracking at 29.27 percent and represents a slight improvement of 1.26 percent over the previous fiscal



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year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,

A handwritten signature in black ink, appearing to read "Dieter A. Aragón".
Dieter A. Aragón
Planning Manager

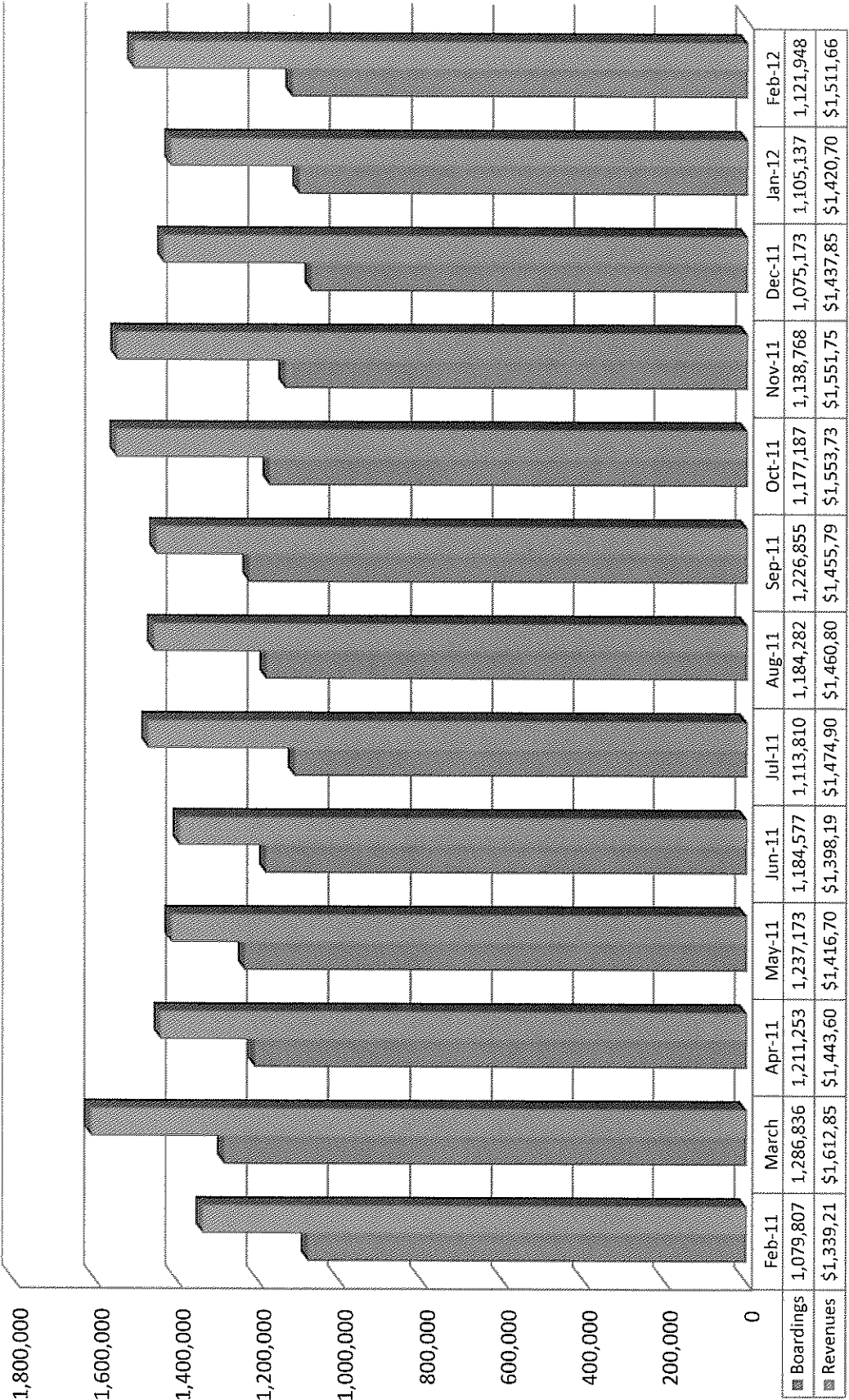
A handwritten signature in black ink, appearing to read "Doran J. Barnes".

Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
February-12

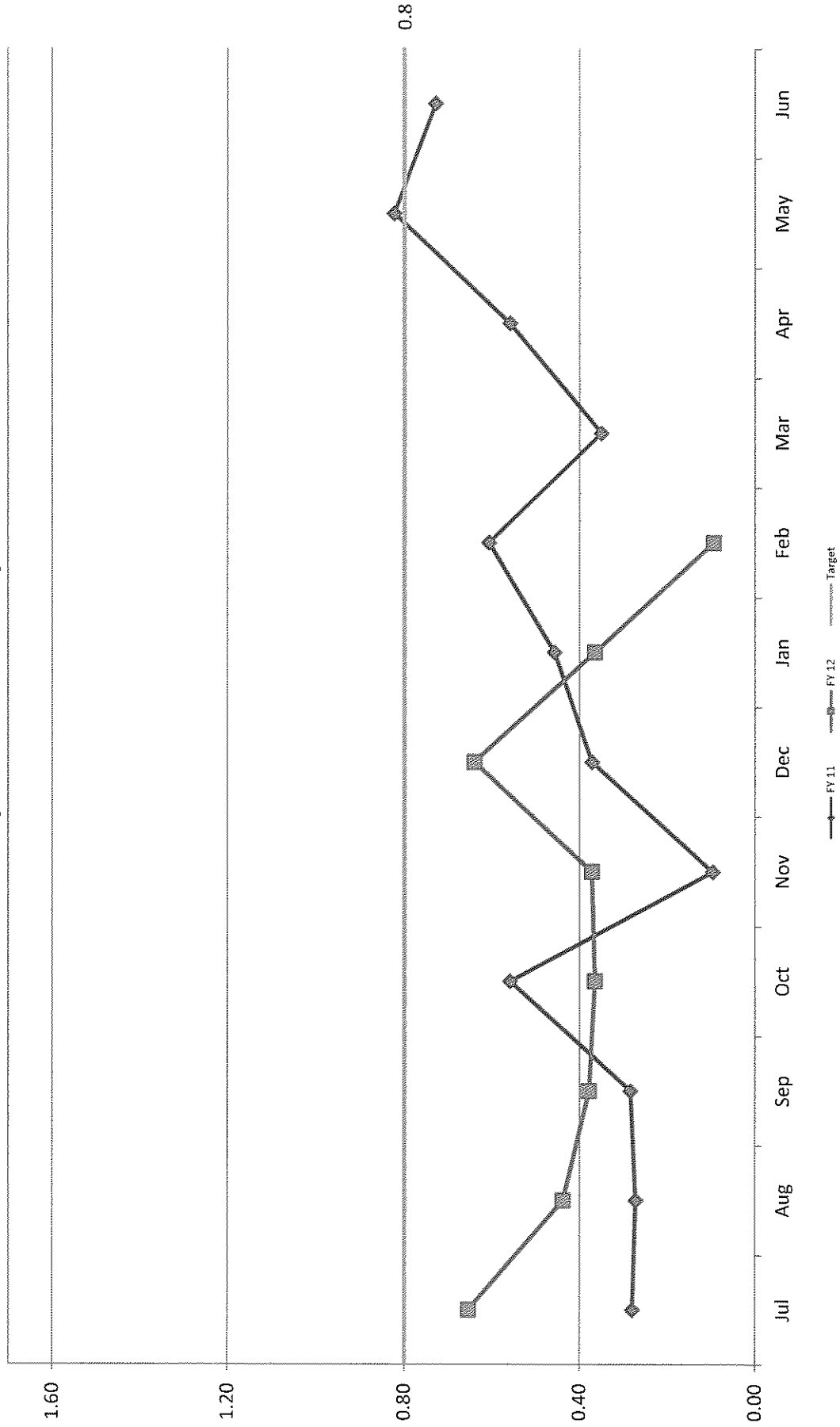
Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,121,948	N/A	1,079,807	3.90%	N/A	9,143,161	N/A	9,065,217	0.86%
	Vehicle Service Hours		54,116	N/A	51,070	5.96%	N/A	446,121	N/A	444,661	0.33%
	Total Fare Revenue	B	\$1,511,667	N/A	\$1,339,211	12.88%	N/A	\$11,865,164	N/A	\$11,392,502	4.15%
	Total Operating Expense		\$4,874,522	N/A	\$4,808,594	1.37%	N/A	\$40,531,562	N/A	\$39,407,835	2.85%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.09	X	0.61	-540.42%	0.80	0.41	X	0.36	12.26%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	10.25		7.41	-38.35%	7.5	10.65		8.37	-27.23%
	Schedule Adherence	E	84.2%		79.5%	5.91%	90%	85.8%		81.8%	4.99%
Operate an Effective Transit System	Average Hold Time	F	0:26	X	0:23	13.04%	0:50	0:30	X	0:23	30.69%
	Average Miles Between Service Interruptions	G	19,545	X	41,200	-52.56%	15,000	29,200	X	29,887	-2.30%
	Boardings per Vehicle Service Hour	H	20.7	X	21.1	-1.90%	20.0	20.5	X	20.4	0.49%
	Average Weekday Boardings	I	45,124	X	47,944	-5.88%	44,000	45,604	X	45,881	-0.60%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$90.07	X	\$94.16	4.33%	\$96.27	\$90.85	X	\$88.62	-2.51%
	Farebox Recovery Ratio	K	31.01%	X	27.85%	11.35%	25.96%	29.27%	X	28.91%	1.76%

Attachment B: Total Boardings vs. Total Revenues

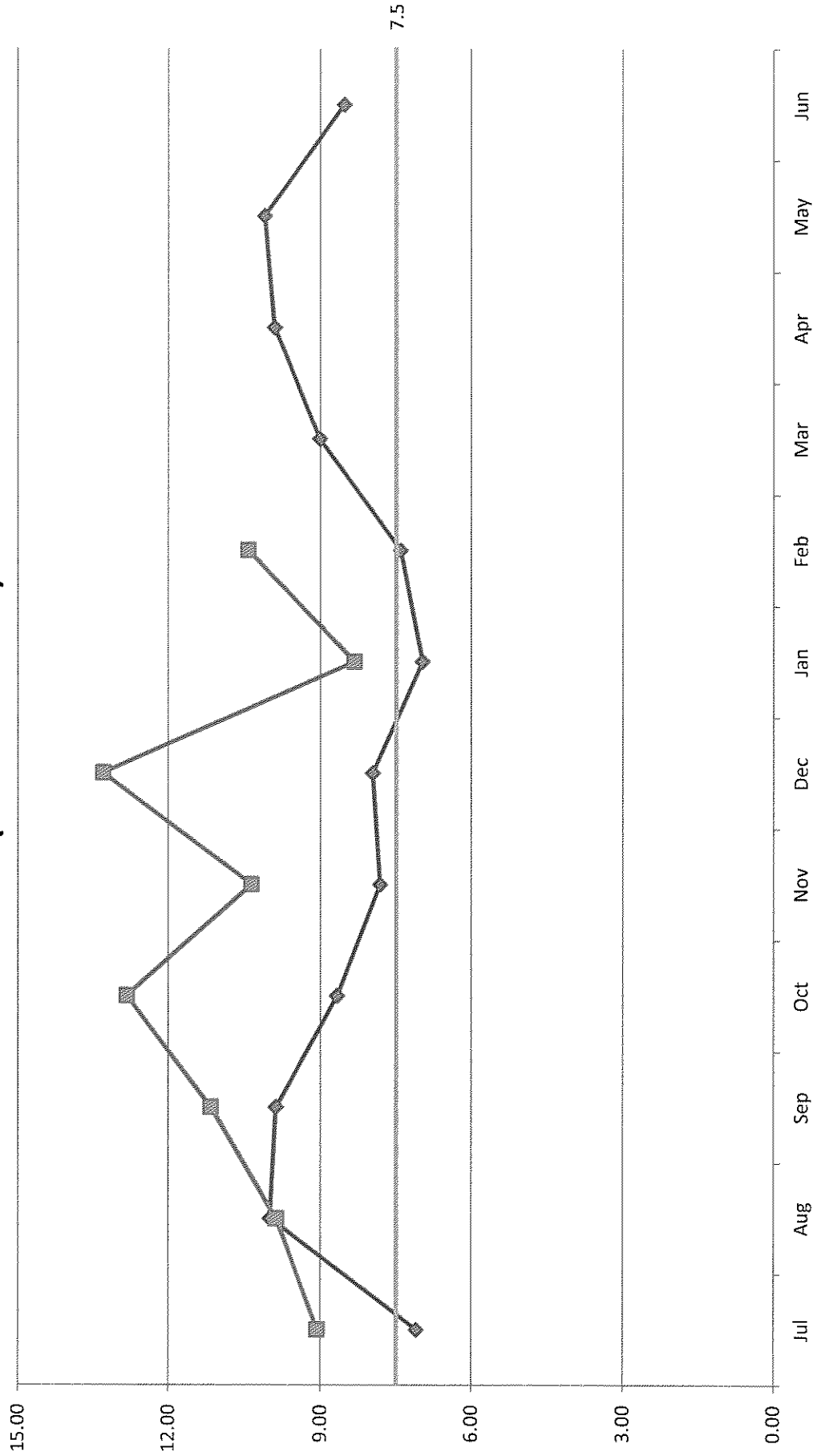


Attachment C

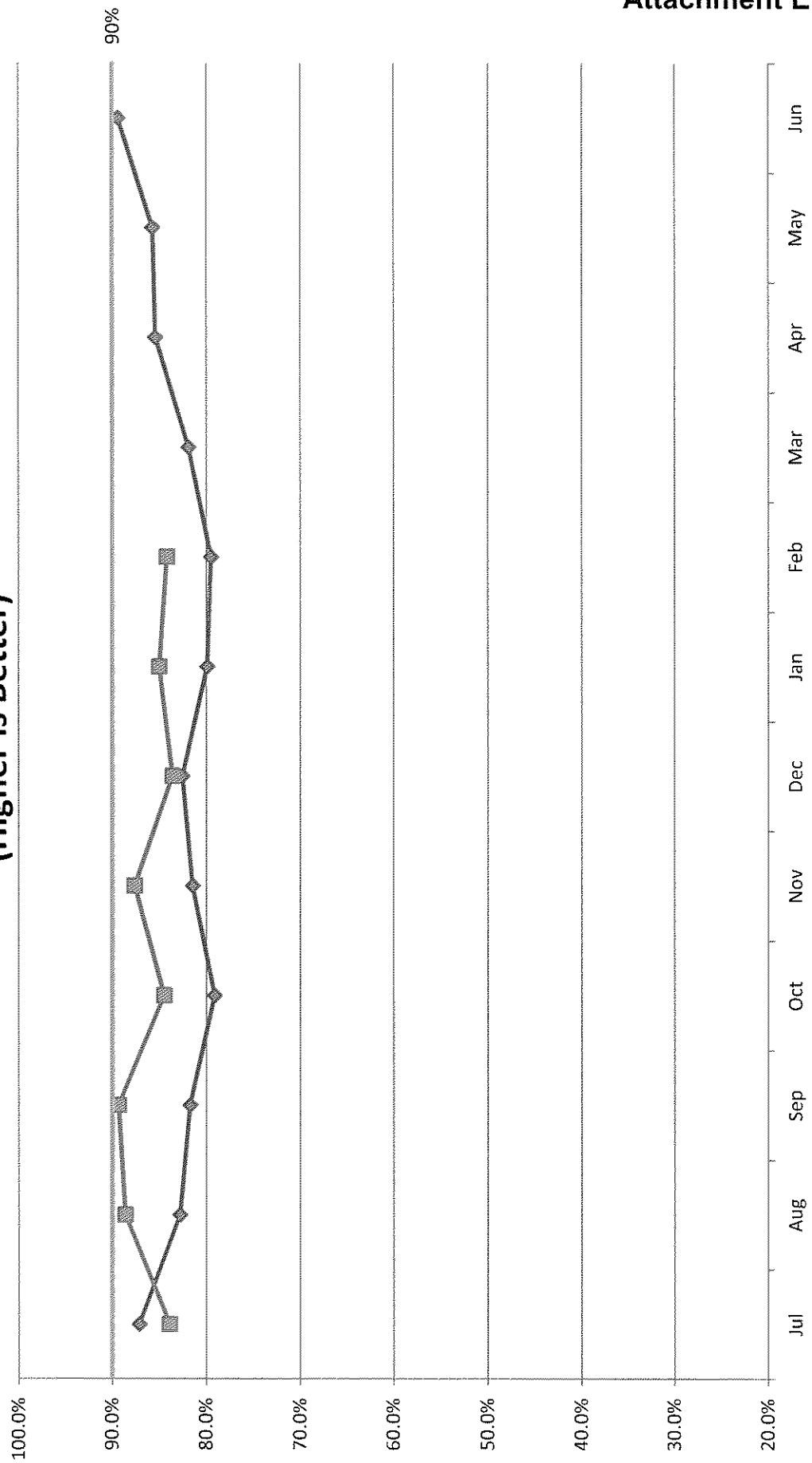
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



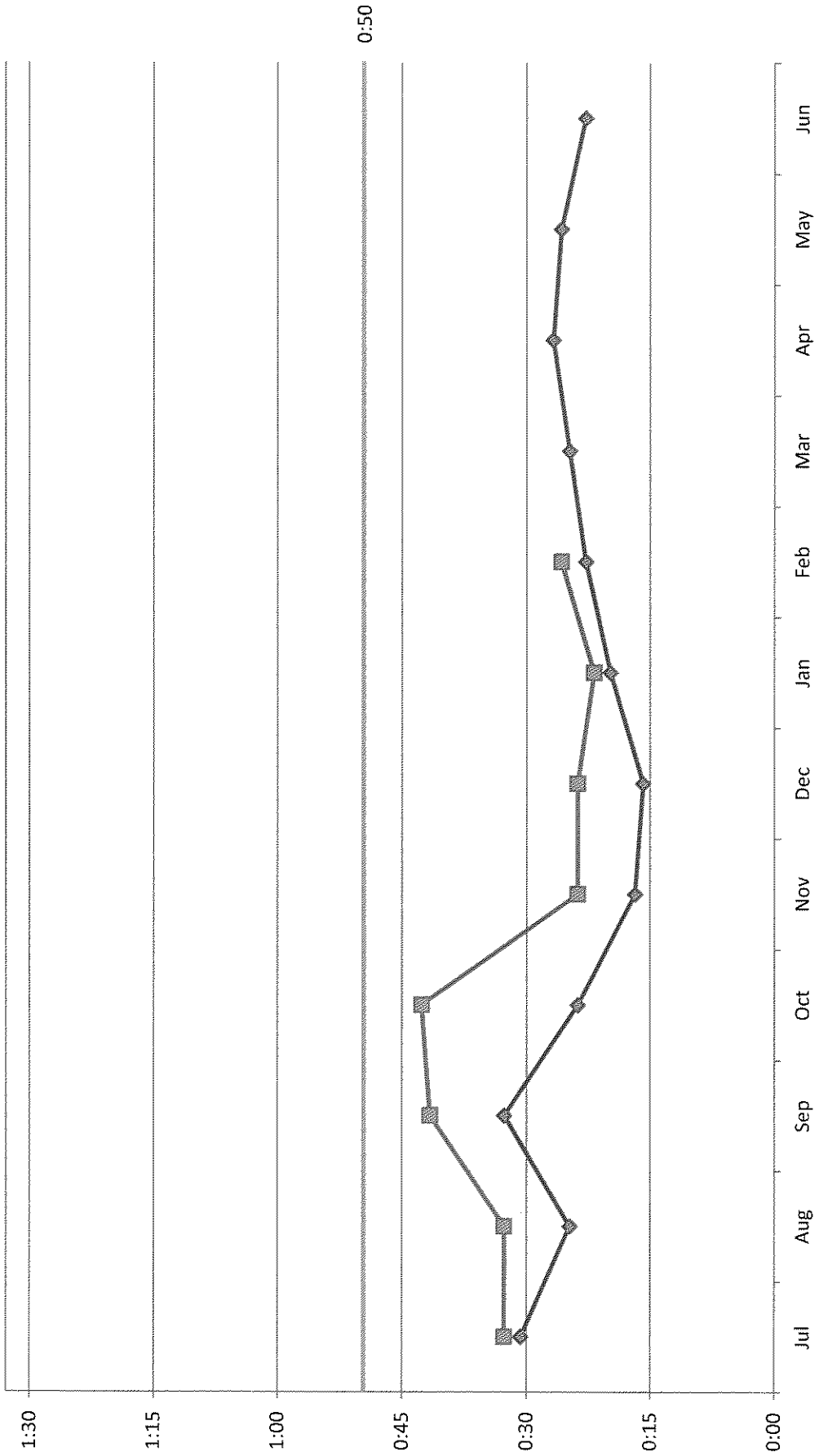
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



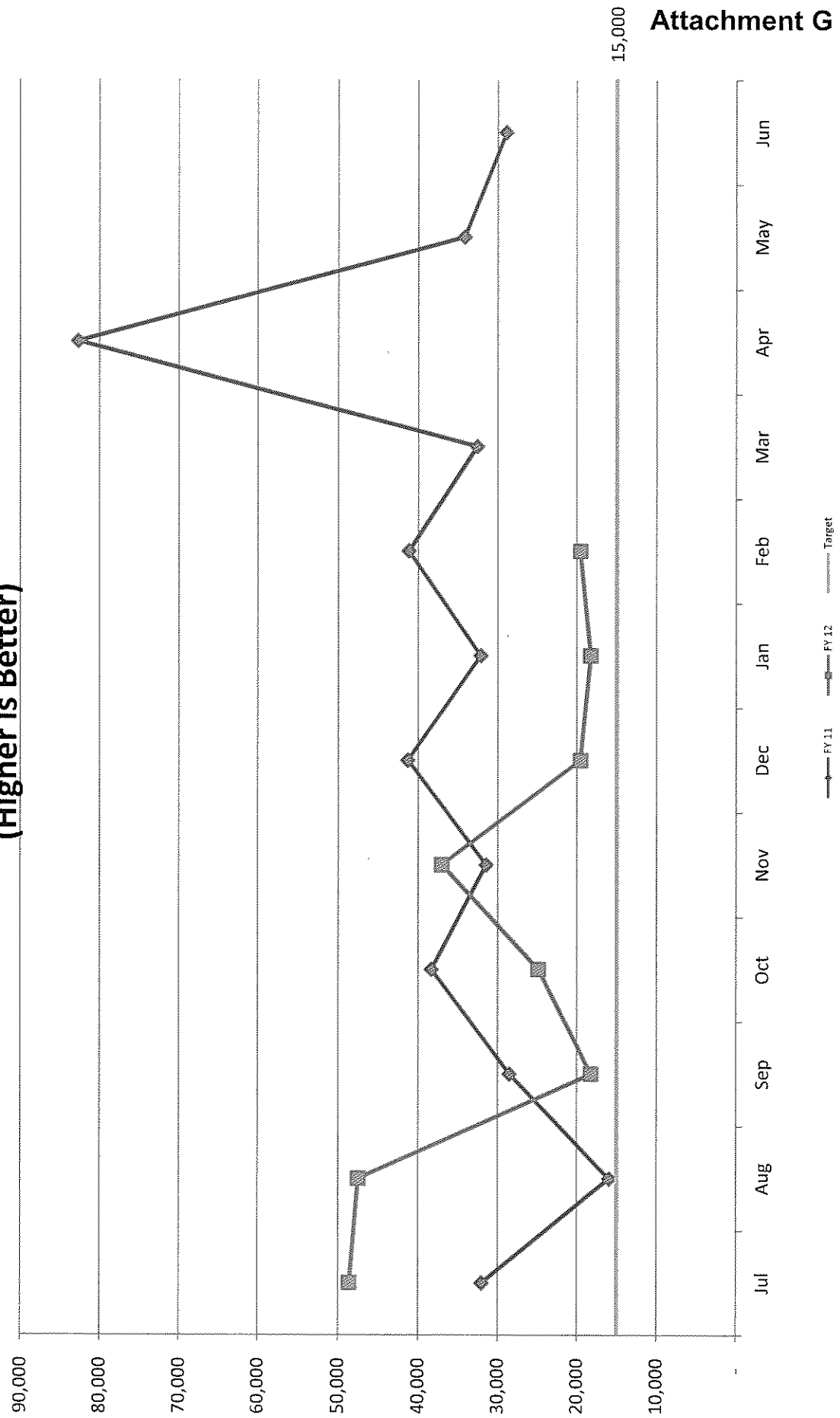
Attachment E: Schedule Adherence
(Higher is Better)



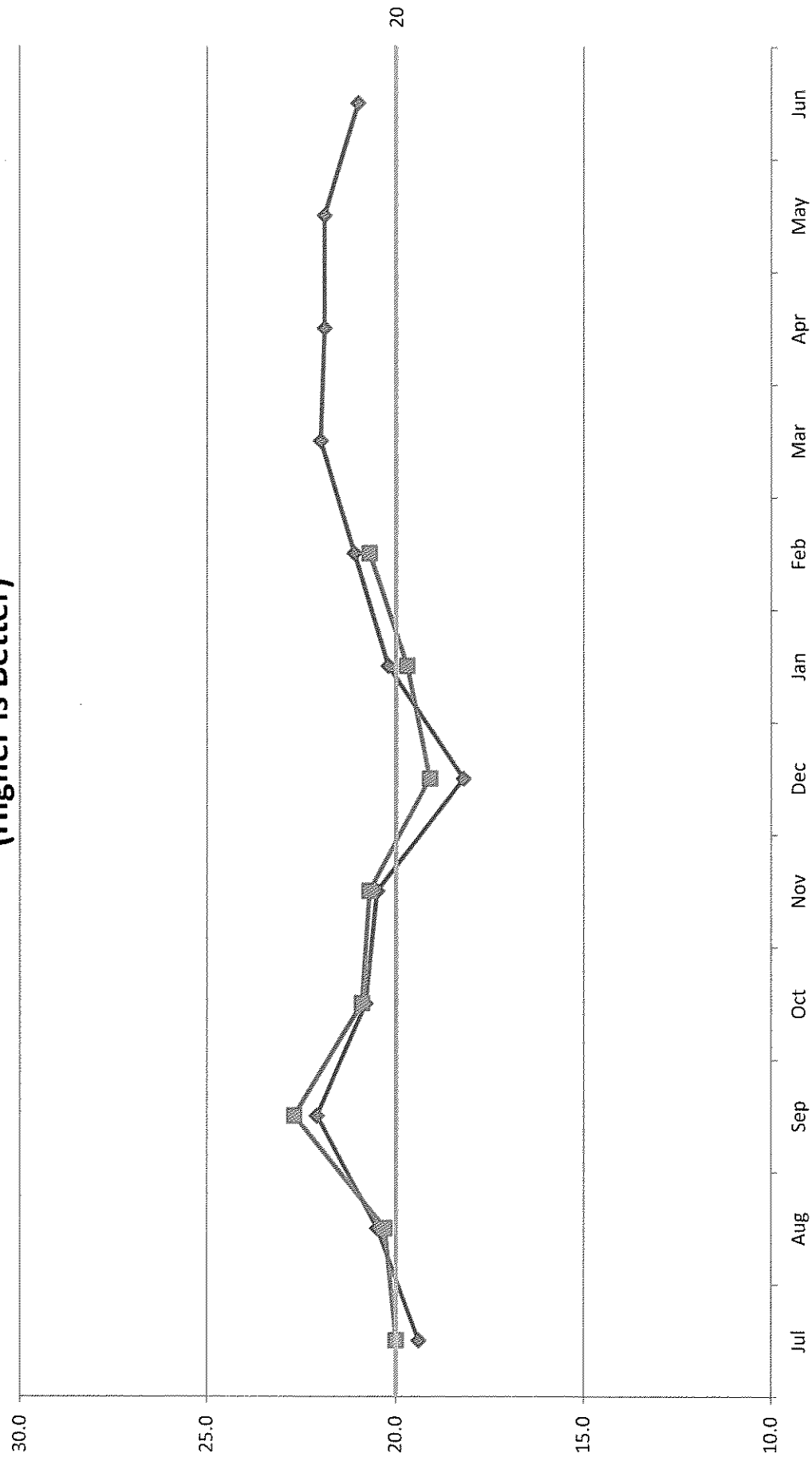
Attachment F: Average Hold Time
(Lower is Better)



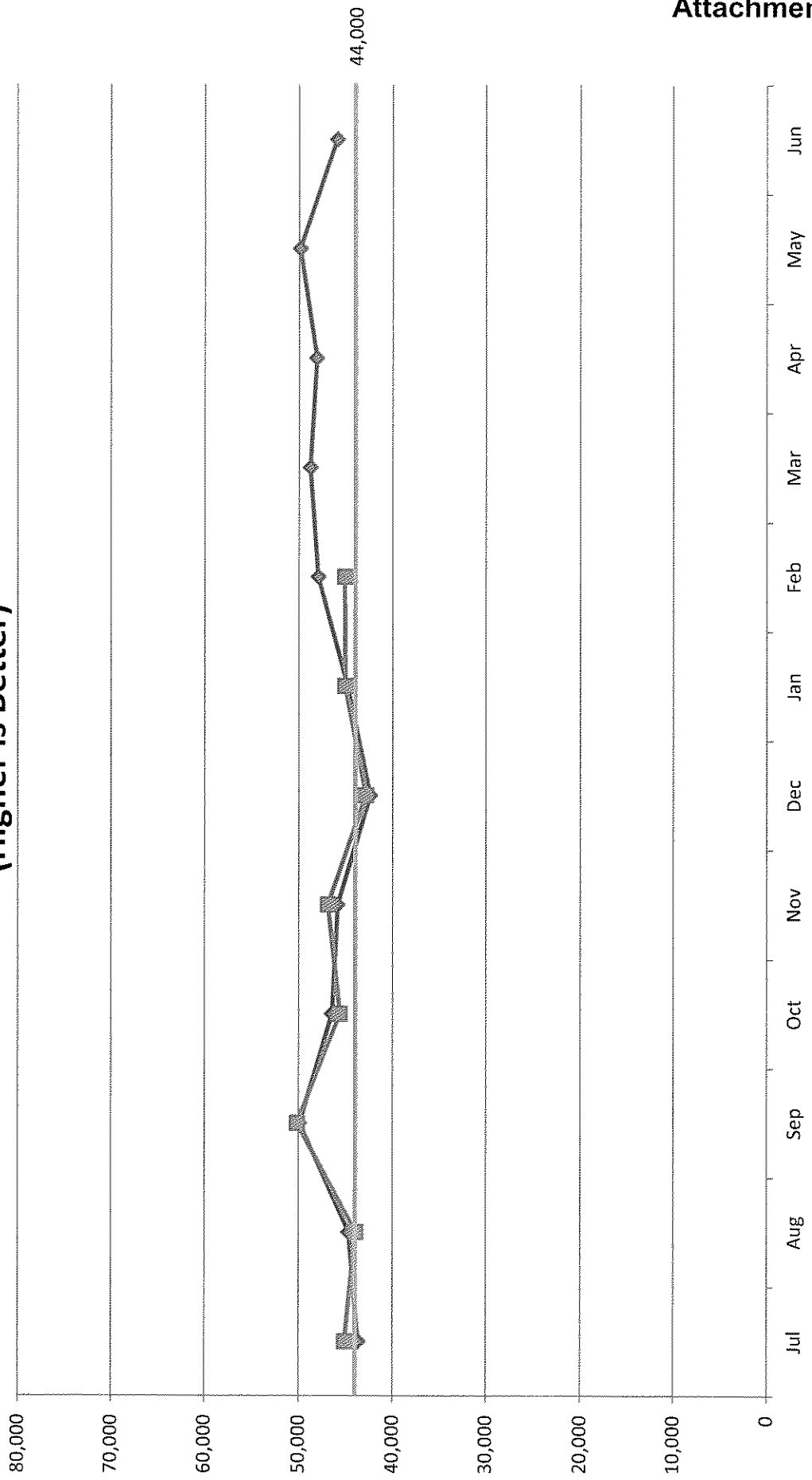
Attachment G: Average Miles Between Service Interruptions **(Higher is Better)**



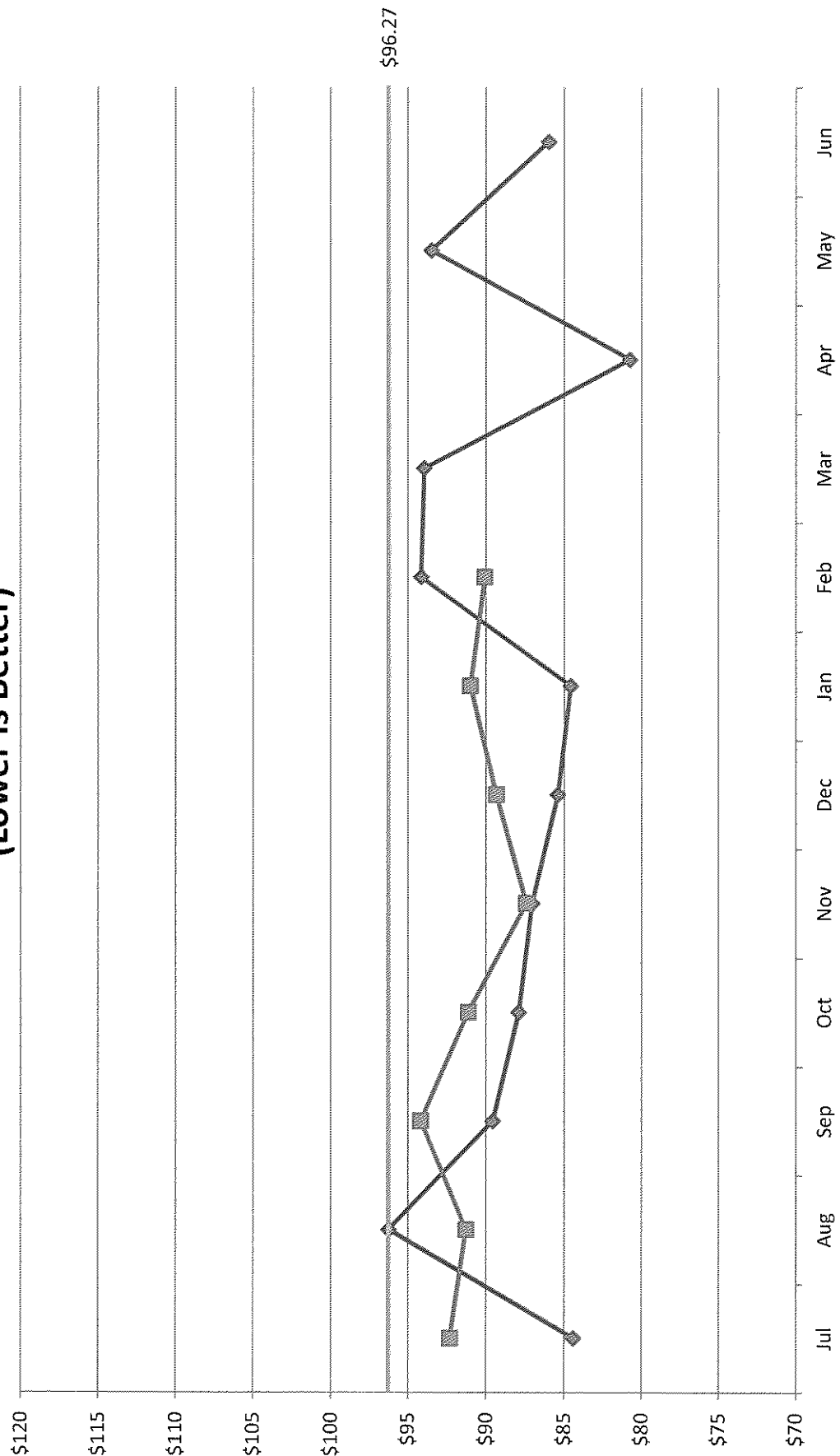
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



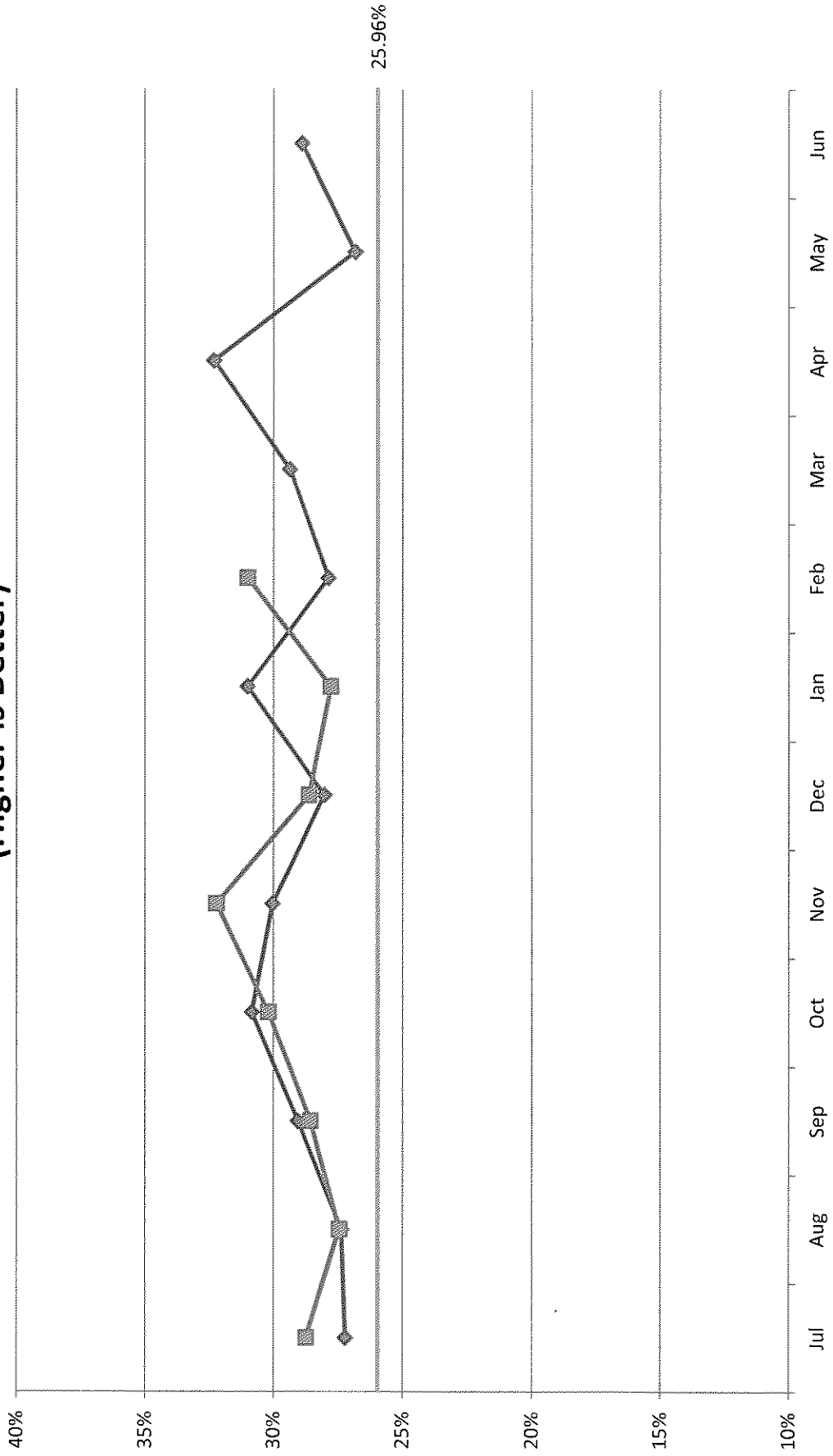
Attachment I: Average Weekday Boardings
(Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour
(Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
February-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.35	\$1.24	8.64%	\$1.25	\$1.30	X	\$1.26	3.41%
Average Cost per Boarding	\$4.34	\$4.45	2.44%	\$4.81	\$4.43	X	\$4.35	-1.97%
Average Subsidy per Boarding	\$3.00	\$3.21	6.71%	\$3.56	\$3.13	X	\$3.09	-1.39%
Total Vehicle Miles	1,055,416	988,801	6.74%	N/A	8,678,532	N/A	8,517,718	1.89%
Vehicle Service Miles	802,101	755,843	6.12%	N/A	6,618,375	N/A	6,591,712	0.40%
Total Vehicle Hours	63,729	59,910	6.37%	N/A	525,065	N/A	522,892	0.42%
In-Service Speed	14.8	14.8	0.15%	N/A	14.8	N/A	14.8	0.08%
Boardings per Vehicle Service Mile	1.40	1.43	-2.09%	N/A	1.38	N/A	1.38	0.45%